

# Uniform Physical Condition Standards for the Voucher Program (UPCS-V)



**U.S. DEPARTMENT OF HOUSING AND URBAN  
DEVELOPMENT**

*September 2016*

# Rational For Change

- HQS has its “challenges”
  - Developed in the 70’s – infrequent updates
  - Highly subjective and inconsistent
  - Does not adequately address health and safety issues
  - Impedes PHAs from doing their job correctly
  - Not technology enabling
  - No way to describe quality of a Voucher unit
- HUD lacks insight and oversight
  - No voucher inspection data comes to HUD
  - No idea as to the condition of voucher-assisted housing
  - All inspection-related performance indicators are self-certified and lack HUD controls

# Federal Audits

- **1994** GAO Audit Report:
  - Lack of enforcement of HQS on owners
  - Inconsistencies in housing quality/stock
  - Substandard housing long documented but not remedied
- **2008** OIG finding:
  - HUD lacked controls and oversight of the HCV inspection process
- **2015** OED examined 24 HUD OIG Reports on HQS:
  - PHA lacked adequate procedures and controls to ensure units meet HUD's HQS
  - Inspectors were not properly identifying unit deficiencies during the physical inspections
  - Not accurately capturing all deficiencies
- **2016** Senate Appropriations Explanatory Statement: *"...directs HUD to implement a single inspection protocol for public housing and voucher units in FY2016."*

# HUD Quality Control Inspections

- **2014** REAC completed 27,000 quality control inspections:
  - Inconsistency pervasive throughout the HQS process
  - QC under HQS is resource intensive
  - Unable to realize efficiencies of scale or technology
  - HQS not accommodating of an electronic data model

# What is UPCS-V?

- Replacement standard for HCV program, while:
  - Retaining the core concepts of a Voucher Inspection
  - Giving tenants and owners access to more detailed information about their home
  - Address shortcomings of HQS
- More consistent way to describe and exchange information about the quality of units through:
  - A fully-electronic data capturing tool
  - Decision Trees
  - A Quantitative method to describe quality of voucher units (UCI)
- Training, guidance, and oversight for consistent and accurate results

# Sample HQS Inspection


## Inspection Checklist

Item No.		Yes Pass	No Fail	In-Conc.	Comment
1.1	Living Room Present				
1.2	Electricity				
1.3	Electrical Hazards				
1.4	Security		✓		RECAULK SLIDING DOOR FRAME

**Which one?**  
**What's the security impact?**

# Sample HQS Inspection

4.5	Window Condition		✓	Replace broken window blinds through out unit	
4.8	Ceiling Condition	✓			07/09/2014
4.7	Wall Condition		✓	All previously repairs to be sand and replaced to match	
4.8	Floor Condition	✓			07/09/2014



- **Why are window blinds a fail?**
- **Is window condition appropriate category?**
- **Unclear how to resolve wall failure.**

# Sample HQS Inspection

3.11	Fixed Wash Basin or Lavatory in Unit		✓		Notes: sink draining slow Responsibility: Both
6.4	Condition of Exterior Surfaces	✓			REPAIR ALL DEEP CRACKS IN DRIVEWAY
6.5	Condition of Chimney				

Repairs mandated vs.  
deficiencies cited

Unclear who has  
responsibility to  
make repairs



# Sample HQS Inspection

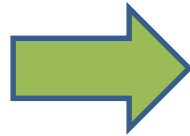
2.9	Lead-Based Paint Are all painted surfaces free of deteriorated paint? If not, do deteriorated surfaces exceed two square feet per room and/or is more than 10% of a component?	X		<input type="checkbox"/> Not Applicable	
2.10	Stove or Range with Oven	X		gas OVEN GAS,ET IS MISSING/INSTALL	11/13/2014
2.11	Refrigerator	X			
2.12	Sink	X			
2.13	Space for Storage, Preparation, and Serving of Food	X			

2.13	Space for Storage, Preparation, and Serving of Food	X		paint under sink		7-25-14
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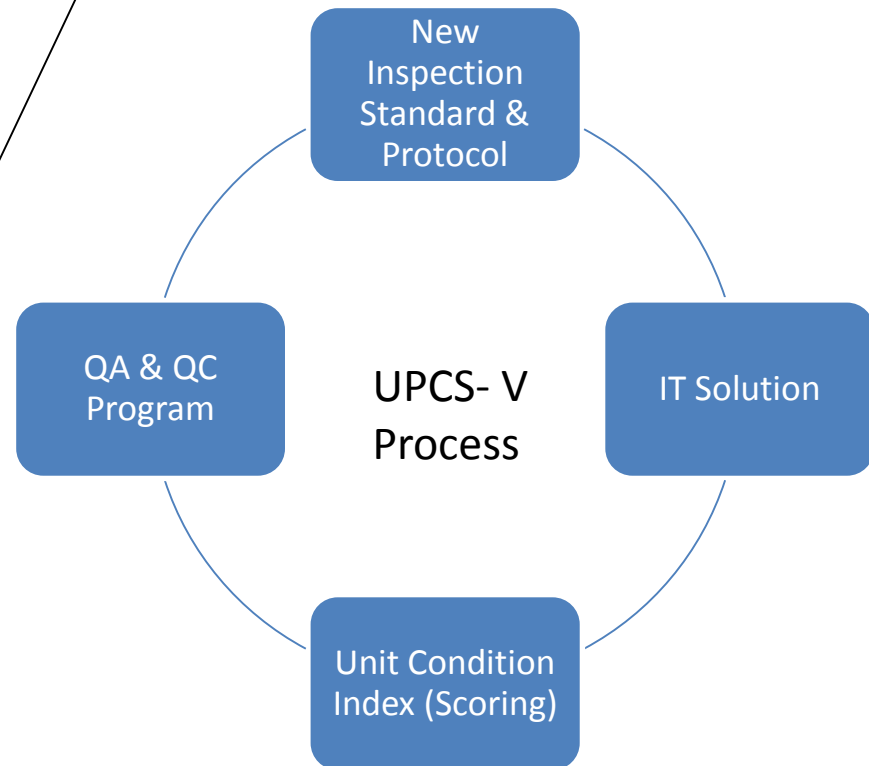
**Only Inspector understand comments**

# HCV Physical Inspection and Oversight Program

## Current State:



## Future State:



# Unit Condition Index

Provides objectively measured condition of the unit based on a standardized criteria to describe quality of a Voucher unit.



- Deficiencies would be classified on an escalating scale:
  - From minor (L1) to significant (L3), and
  - Critical deficiencies may be further classified as life threatening (LT) or emergency (E).
- Score does not decide if a unit passes or fails, this is management tool for PHAs.
- It is used only to inform on the condition of the unit. Only the deficiencies that will directly impact habitability will fail the inspection.

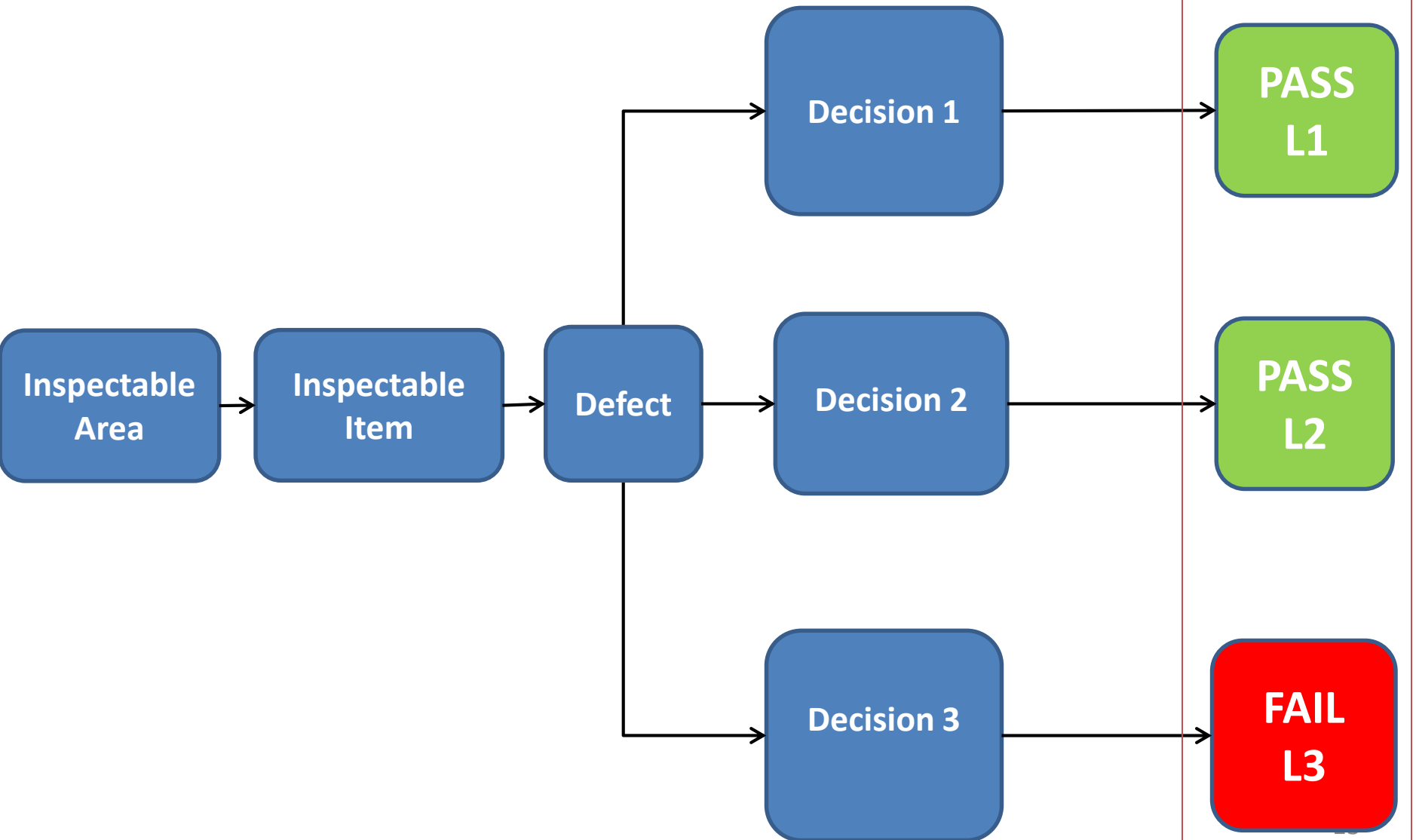
# UPCS-V Deficiencies

	HQS	UPCS-V
<p><b>Deficiencies:</b> Fail conditions that must be fixed or addressed</p>	<p><b>Fail:</b></p> <ul style="list-style-type: none"> <li>• 24 Hour Fail</li> <li>• Regular (30 day) Fail</li> </ul>	<p><b>Fail:</b></p> <ul style="list-style-type: none"> <li>• 24 Hour Fail                             <ul style="list-style-type: none"> <li>• Life Threatening</li> <li>• Emergency</li> </ul> </li> <li>• Regular (30 day) Fail</li> </ul>
<p><b>Observations:</b> Items noted, but pass the inspection</p>	<p><b>Pass:</b></p> <ul style="list-style-type: none"> <li>• No Comment</li> <li>• Inspector Discretion</li> <li>• Comment Per Guidance</li> </ul>	<p><b>Pass:</b></p> <ul style="list-style-type: none"> <li>• No Defects</li> <li>• L1 Minor Defect</li> <li>• L2 Major Defect</li> <li>• L3 Significant Defect</li> </ul>

Punch list between landlord and PHA

Detailed record to share with tenants and landlords

# Sample Decision Tree



# Sample Inspection App

The screenshot shows a mobile application interface for an inspection. At the top, the status bar displays 'AT&T LTE', '2:39 PM', and '69%' battery. Below the status bar is a blue header with a back arrow on the left and the title 'Viewer' in the center. The main content area features a white background with a 'Unit' dropdown menu at the top right. Below the dropdown, there are two lines of text: 'Assessable Record : OFO Training Test' and 'Assignment Manager : AM-28716 08-24-2016'. The central part of the screen is a list of inspection categories, each with a blue 'OD' button. A red arrow points to the 'Electrical' category. The categories listed are: Unit, Cabinets/Countertops/Appliances, Electrical, HVAC, Life Safety, Plumbing, and Structure.

Category	Action
Unit	OD
Cabinets/Countertops/Appliances	OD
Electrical	OD
HVAC	OD
Life Safety	OD
Plumbing	OD
Structure	OD

# Sample Decision Tree

Electrical

- Lighting
- Receptacles (Outlets)/Switches
- Disconnected Utilities
- AFCI Inoperable
- Blocked Access to Electrical Panel
- Breakers or Fuses
- Burnt Breakers
- Evidence of Leaks/Corrosion
- Frayed Wiring
- GFCI Inoperable
- Missing Covers

Next Cancel

# Sample Decision Tree

The screenshot shows a mobile application interface with a status bar at the top displaying 'AT&T LTE', '2:40 PM', and '69%' battery. The app has a blue header with a close button (X). Below the header, the 'Electrical' category is highlighted in a light gray bar. A list of options follows, each with a radio button:

- Lighting
- Receptacles (Outlets)/Switches
- Disconnected Utilities
- AFCI Inoperable
- Blocked Access to Electrical Panel
- Breakers or Fuses
- Burnt Breakers
- Evidence of Leaks/Corrosion
- Frayed Wiring
- GFCI Inoperable
- Missing Covers

At the bottom of the screen, there are two buttons: 'Next' and 'Cancel'.



# Sample Decision Tree

Receptacles (Outlets)/Switches

- Missing
- Broken, and electrical connections or wires are exposed
- Inoperable
- Not properly wired
- Missing or broken cover plates with wires exposed
- Receptacles within 6 feet of a kitchen, bathroom, laundry sink, or on the exterior of the unit are not GFCI protected
- The GFCI device does not function when tested
- The AFCI does not function when tested

Previous Next Cancel

# Sample Decision Tree

Receptacles (Outlets)/Switches

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Previous Next Cancel

# Sample Decision Tree

Defect Level  
L3

UPCS-V Pass or Fail  
Fail

LTE  
LT/E

Room  
Bedroom

Location  
Front Left

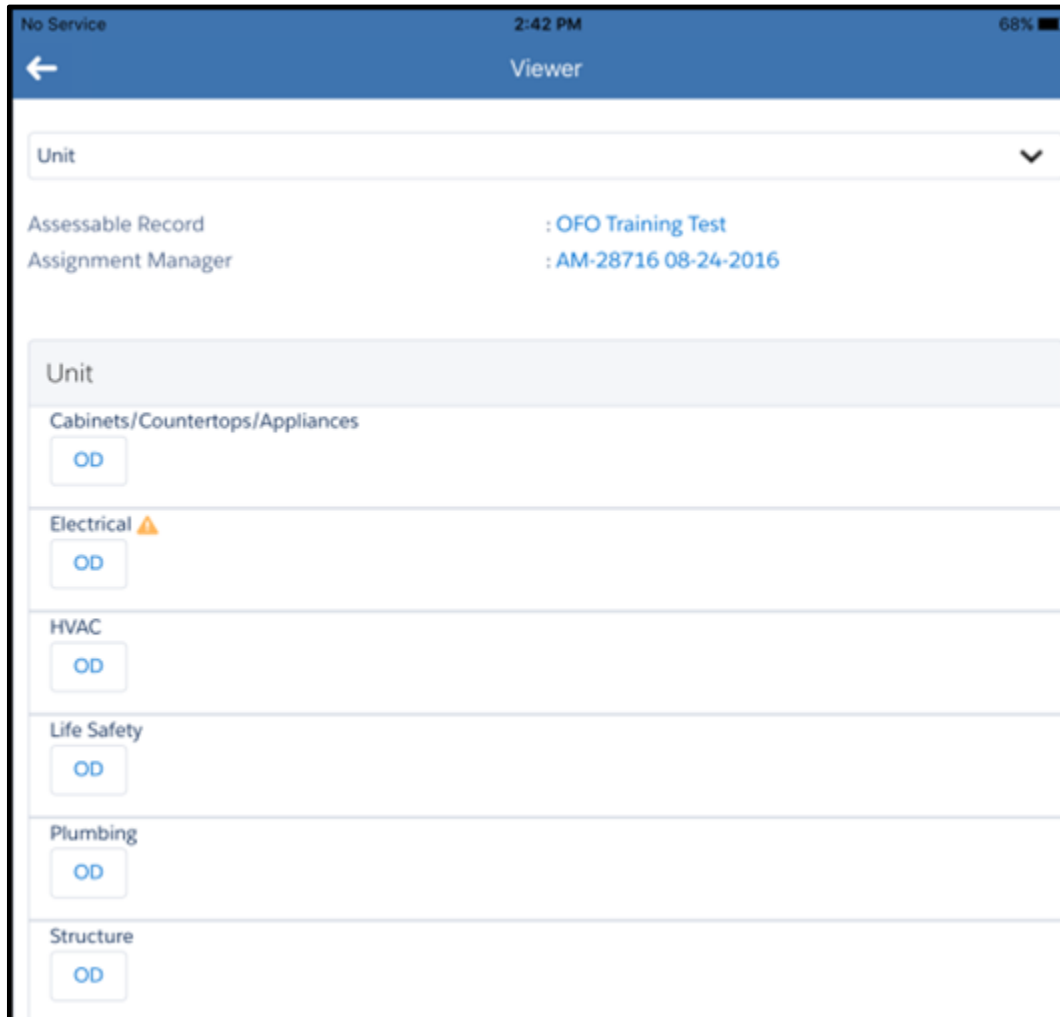
Floor Number  
1

Responsibility of Repair  
Owner

Picture  
Select File

Health & Saf... Previous Continue Cancel

# Back to Home Screen



# Sample UPCS-V Inspection Report

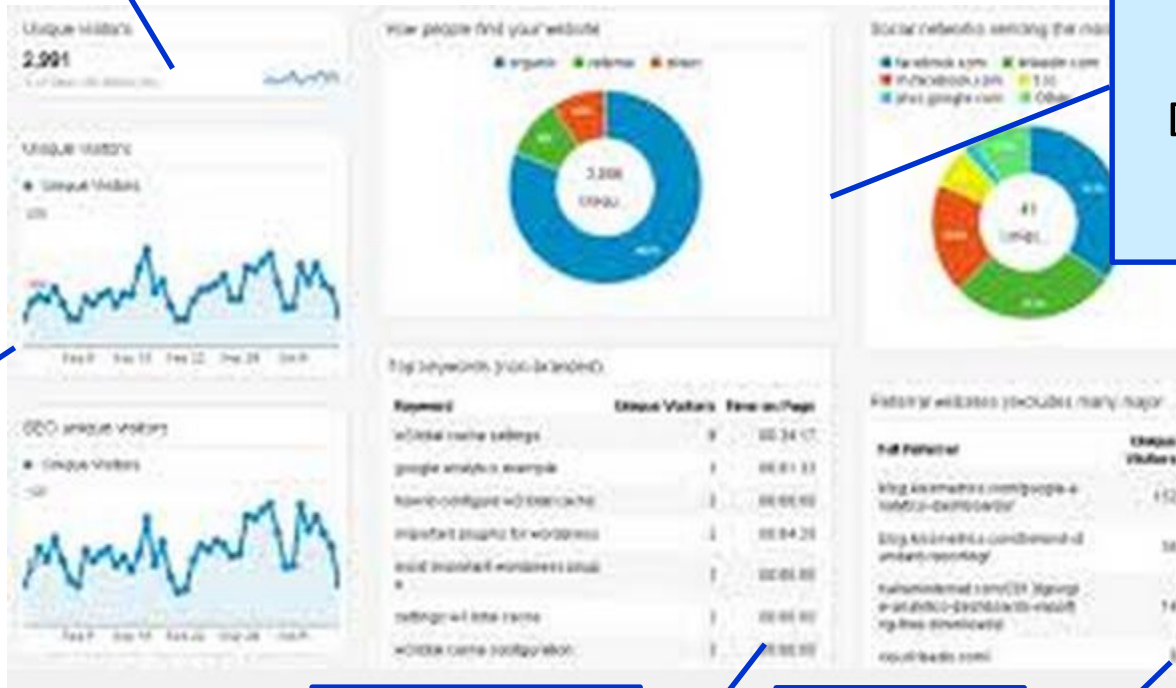
Item	Location	Result	Decision	Healthy Homes #	Photo #
<b>Deficiency</b>					
Toilet	Bath1 Floor1	Fail L3 Emergency (Owner)	-The shut-off valve of supply line leaks -A steady leak -Unable to control the flow of water	1,18	<a href="#">1</a>
<b>Observation</b>					
Windows	BR1 Floor2 LftFrnt	Pass L3 (Owner)	-Caulking, Seals, or Glazing Compound -There is condensation or discoloration between the glass panes of a thermal pane	2, 3	n/a

# How is UPCS-V designed?

- Project-based UPCS, optimized for the needs of the voucher program - *Unit Based Inspection*
- Technology
- Decision Tree driven
  - Increased accuracy
  - Self generating comments
  - Detailed record to share with tenants and landlords
  - Citing deficiencies as the inspector sees them
- Applied rationale for what should pass or fail a unit
- Updated health and safety defects by looking at model codes and other inspection standards
- Risk Modeling
  - Ability to ID trends & quantify units
  - Resource Allocation

# Unit Condition Index

Lease Rent vs. Average Rent



LTEs and Deficiencies by Category

Scores and Fails Last 7 Days

Most Common Fails for same Housing Types

Deficiencies by Category

HHRS Defects

# Benefits

PHA	Landlord	Tenant
<ul style="list-style-type: none"><li>• Clearer understanding of Pass/Fail Items</li><li>• More accurate inspections with consistent results</li><li>• Improved information on where to allocate resources (Biennials)</li><li>• Increased ability to perform QC and oversight</li><li>• Standardized no-cost to PHA training</li></ul>	<ul style="list-style-type: none"><li>• Predictable and consistent inspection requirements</li><li>• Detailed record of the units' condition</li><li>• Confidence that different inspectors will identify the same deficiencies the same way</li></ul>	<ul style="list-style-type: none"><li>• Increased knowledge of potential health and safety issues</li><li>• Ability to make a more informed housing decision</li></ul>

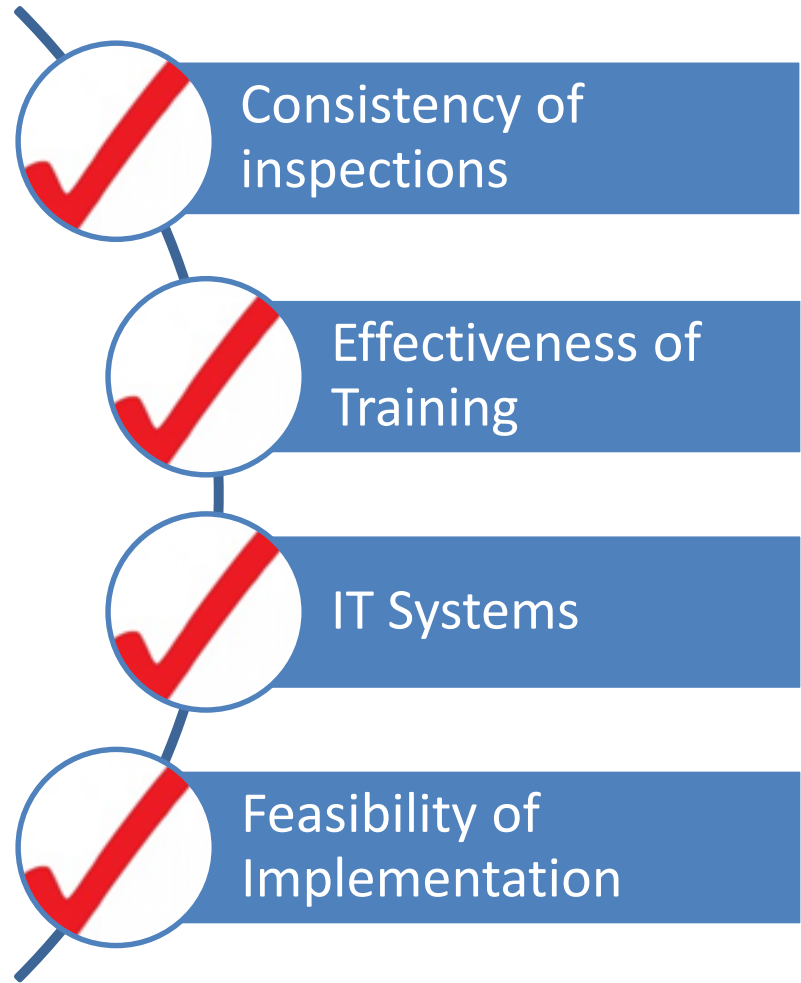


# Where are we now?

- Federal Register Notice closed on July 5<sup>th</sup>, now entering testing period (Demonstration) that can last 1-3 years
  - Data collected from Demonstration will be used to improve and refine UPCS-V
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- 204 Agencies
- 43 States + DC + Puerto Rico & US Virgin Islands
- Extra Large – Extra Small
- ~ 36% of Total Vouchers Represented

# Components of the UPCS-V Demonstration



# How is the Demonstration going to work?

- **Phased Approach**

- Everyone that volunteered is “in” the Demonstration
- There will be different “Cohorts” to onboard PHAs
- Starting with a small set of PHAs for us to stress-test UPCS-V.
- Started training by beginning of September
- As PHAs become proficient in UPCS-V, we will increase the numbers

- **Onboarding will depend on:**

- PHA availability
- Current state of PHA IT system
- Number of Inspectors PHAs are able to dedicate to Demo

# Where are we heading?



- OED to shadow HQS inspections
- Software & Decision Tree stress testing
- Updated Decision Trees
- Protocol Document release
- Started training PHAs on UPCS-V Aug. 29<sup>th</sup> – Sept. 31<sup>st</sup>
- PIH Listening Sessions
- Public outreach presentations on UPCS-V
- Train as many PHAs as possible!
- Release of Inspection App
- Refinement of Standard & Protocol
- Continue training PHAs
- Online training tool

# PHAs that still want to participate...

**Housing Authorities that are still interested in participating please submit the following info:**

- **Name of PHA**
- **PHA Address**
- **Name of Point of Contact (POC)**
- **Phone Number of POC**
- **Email Address of POC**

To: [UPCSV@hud.gov](mailto:UPCSV@hud.gov)